

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: WULFINGTON MANOR, DATES: 13th NOV - 15th NOV 2023
NAME OF ACCOMMODATION: COURTYARD

Please score on the following basis if not making any comment

1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? VIDEOS FOR

PARENTS TO USE AT WELCOME MEETINGS. VIDEOS OF THE ACTIVITIES TO HELP CHILDREN MAKE DECISIONS.
If you had a visit from one of our School Journey Advisors:

NO Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ACCOMODATING AND HELPFUL.

Operations (Rooming, outdoor pursuit programmes, support)? DETAILS AND

Preview visit to the centre? PLANNING WERE TURNED AROUND VERY QUICKLY AND EFFICIENTLY.

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: WE DID THIS WITH THE CHILDREN PRIOR TO ARRIVAL. Introductory Talk: 3

SECTION 3: Centre Facilities

Pupil Accommodation 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 5 Cleanliness / Hygiene: 5

The Grounds: 3

Were there any accommodation problems? LACK OF HOT WATER FOR SOME PUPIL ROOMS, RADIATORS / COLD IN TEACHERS

Standard of cleanliness / tidiness? (teacher & pupil) PUPILS - 4 - KITCHEN ON A PILLOW, CLOTHES / RUBBISH ON FLOOR FROM PREVIOUS SCHOOL

Standard of Furnishing? PUPILS - 5 - MATTRESS - DIRTY. BLANKETS RIPPED AND DIRTY, EVERYTHING LOOKS TIRED, DAMP

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES, LOTS OF CHOICE AND CATERING TO LOTS OF DIFFERENT NEEDS

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the ~~packed~~ lunches? COOKED LUNCHES

Any other comments? THE STAFF SERVING WERE VERY FRIENDLY, GREAT WITH THE CHILDREN ENCOURAGING THEM ETC.

CLEAN DINING ROOMS

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

YES

How do you rate the Centre Staff / Instructors?

Helpful: 5 / 1 Professional: 5 / 1

Were the Instructors motivating / clear / enthusiastic? YES, VERY GOOD AT

GETTING THE RELUCTANT CHILDREN TO TAKE PART

How do you rate the outdoor pursuits? AEROBALL DIDN'T WORK IN THE DARK BUT THE REST WERE GREAT

How do you rate the outdoor pursuit equipment? SOME UPDATES NEEDED. SOME NEED MAKE' SO MORE CHILDREN COULD BE INVOLVED.

What were your pupil's favourite outdoor pursuits?

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?

More of things so children have less time waiting - for example two aeroball arenas, two zip lines etc. Update accomodation

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children thrive in a different environment*

Which aspect of your stay was least enjoyed? *The accomodation - too cold, unhomely and tired*

How do you rate the overall product on a value for money basis? *4*

Will you be considering a further visit with Manor Adventure?

Have you any further general comments which you feel would be useful to us?

Instructors and dinner staff have been amazing

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Annual booking*

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise?

SECTION 7:

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:
Address: Address:



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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

